

## SUMMARY

### The Enterprise

Rapattoni Corporation provides management information software for real estate associations.

### The Challenge

Network Support Manager Chris Edgar requires reliable access to customer computers to remotely administer his company's custom software implementation. The company was using pcAnywhere and other remote-access software, but found it to be unreliable and difficult to use.

### The GoToMyPC Solution

GoToMyPC Pro can be easily implemented within minutes on customer networks, even for customers with limited computer experience. There is virtually no configuration with GoToMyPC Pro, allowing company administrators to begin working immediately.

### The Results

Rapattoni administrators can now securely access customer networks without customer intervention. GoToMyPC Pro adds to the bottom line by saving administration and travel time. The company no longer uses pcAnywhere for remote administration.

## Administration

## GoToMyPC Pro Tops pcAnywhere for Easy Network Administration

**"GoToMyPC Pro simply works better than pcAnywhere" is the reason Chris Edgar gives for his company's switch to GoToMyPC Pro. As network support manager for Rapattoni Corporation, his team uses GoToMyPC Pro to administer and support custom software implementations.**

Rapattoni Corporation remotely manages its customized SQL database product for more than 250 real estate associations. The company had previously used pcAnywhere and other packaged products for remote administration, but found implementation and configuration to be difficult, especially when working with customers who had limited computer experience. Rapattoni now uses GoToMyPC Pro to easily administer customer networks. Edgar believes that GoToMyPC Pro is faster and more reliable than pcAnywhere. "GoToMyPC Pro is very non-intrusive and fast," he says. "Our customers love it."

***"Their mouths drop and they ask where they can get GoToMyPC Pro."***

GoToMyPC Pro has been a real money saver for Rapattoni because administrators can resolve issues without a customer's intervention. "We probably save two or three phone calls per incident with GoToMyPC," says Edgar. For difficult network administration issues, GoToMyPC Pro can also save the cost and time of traveling to the customer. According to Edgar, "It's a lot faster than flying out there."

## GoToMyPC Pro Implements Easily with No Configuration

Rapattoni administrators install GoToMyPC Pro for the customer quickly. "It takes less than three minutes to set it up," Edgar says. He contrasts this scenario with a pcAnywhere installation, which sometimes took exponentially longer. "With pcAnywhere, if a customer had a firewall, it could take a couple of days if we had to get in contact with their administrator to configure the ports," he says.

Edgar and his administrators find that GoToMyPC Pro is popular with their customers. "Their mouths drop and they ask where they can get GoToMyPC Pro," he says. Part of GoToMyPC Pro's popularity is due to its easy setup. There is virtually no configuration with GoToMyPC because 128-bit encryption is already enabled and it works with most firewalls. "The customer doesn't need to configure their firewall or open up ports," Edgar says, noting that pcAnywhere wasn't as easy to configure. "I have new administrators working for me, and they have no idea how difficult it was with pcAnywhere."

## KEY FEATURES AND BENEFITS

### Fast & Easy to Implement

GoToMyPC Pro is extremely easy to deploy and use. Setup by users takes less than 2 minutes, and no client software installation is needed.

Administrators can roll out remote access in minutes by easily adding users through an online Administration Center.

### Highly Secure

Built-in security protects user data and privacy through AES (Advanced Encryption Standard) encryption using 128-bit keys. Dual passwords, end-to-end user authentication, One-Time Passwords generation and host screen blanking ensure data confidentiality. Citrix Online is SiteSecure Certified by TruSecure Corporation.

### Robust Features

GoToMyPC Pro provides File Transfer, Remote Printing and collaboration through Guest Invite. The Universal Viewer enables users to access their PCs from any Web browser with any operating system. PocketView™ allows users to access their PCs from wireless devices.

### Return on Investment

GoToMyPC Pro increases productivity, reduces travel costs and enhances employee satisfaction through remote access. By working from home or other locations, employees increase productivity to generate substantial cost savings and a rapid ROI.

## Reliability Means Less Time Spent Troubleshooting

Before GoToMyPC Pro, Edgar and his team spent valuable time troubleshooting their remote-access connections. "We were constantly battling connection issues with pcAnywhere," he says. "The dial-up connections are a pain to manage, and they would often disconnect." He declares that connecting with GoToMyPC Pro is more trouble-free and reliable than with pcAnywhere: "The difference is night and day."

Because GoToMyPC is so reliable and easy to use, several groups within Rapattoni now use GoToMyPC for remote administration, including software support, programming and network support. "Programming can fix bugs without bothering the customer," Edgar says. "They can use GoToMyPC without the customers getting out of their chairs."

*"I love GoToMyPC - I think it's a great product."*

## GoToMyPC Pro's Account Administration Saves Time

GoToMyPC Pro's centralized online administration is a huge time-saver for Edgar. "GoToMyPC Pro allows us to see all of our customers in one list," he says. The centralized administration simplifies account maintenance chores such as password management. "Maintaining passwords was a hassle in pcAnywhere," Edgar says. He explains that he could have set up user and password lists with pcAnywhere "but that required more administrative work."

For Edgar and Rapattoni Corporation, using GoToMyPC Pro for remote administration saves installation and configuration time and is more reliable than other remote control products. "I love GoToMyPC Pro - I think it's a great product," Edgar says. And the most important outcome of switching to GoToMyPC Pro? "My customers are happy."

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